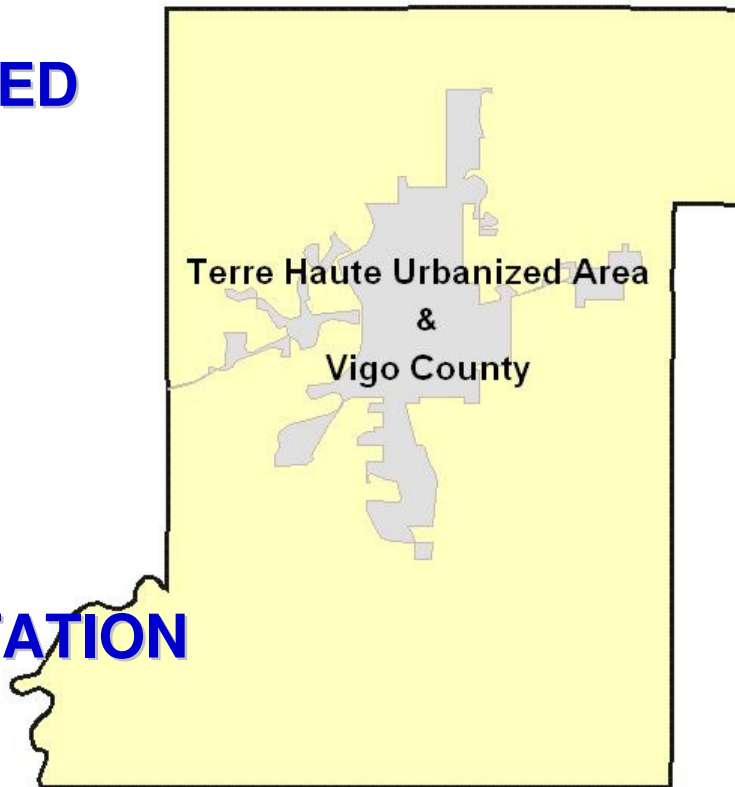


COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN



Prepared By:

**Metropolitan Planning Organization
West Central Indiana Economic Development District, Inc.
1718 Wabash Avenue, P.O. Box 359
Terre Haute, Indiana 47808**

SEPTEMBER 18, 2007

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Adopting Resolution

WEST CENTRAL INDIANA ECONOMIC DEVELOPMENT DISTRICT, INC. TRANSPORTATION POLICY COMMITTEE

Resolution Number 091807-03

A resolution adopting the *COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN*, herein after referred to as the Coordinated Plan, for the Terre Haute Urbanized Area and the Vigo County Metropolitan Planning Area.

WHEREAS, West Central Indiana Economic Development District, Inc. (WCIEDD) is the Metropolitan Planning Organization (MPO), designated by the Governor of Indiana, for the Terre Haute Urbanized Area and the Vigo County Metropolitan Planning Area (MPA) pursuant to 23 CFR 450.310 (Designations); and

WHEREAS, the President of the United States signed into law on August 10, 2005 the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which requires development of a local Coordinated Plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, and strategies and priorities for meeting these local needs; and

WHEREAS, Local transportation service providers, human services agencies and the MPO worked together to: 1) assess the needs of the target population, 2) assess available services and identify current transportation providers, 3) identify gaps between current services and needs, and 4) to develop and prioritize strategies to address identified gaps; and

WHEREAS, The collaborative efforts of local transportation service providers, human services agencies and the MPO culminated in the production of a Coordinated Plan; and

WHEREAS, Local, state and federal government officials and the public were afforded an opportunity to comment on the aforementioned Coordinated Plan pursuant to 23 CFR 450.316 (Interested parties, participation, and consultation); therefore

BE IT RESOLVED, The WCIEDD Transportation Policy Committee hereby adopts the aforementioned Coordinated Plan dated September 2007.

The above and foregoing resolution is hereby adopted this 18th day of September 2007.



Transportation Policy Committee Chair Pro Tem

Introduction

Background

Public transportation is a long-term and growing concern for many residents of Terre Haute and Vigo County. For many low-income, elderly, and disabled individuals (sensitive populations), public transportation is the only means for accessing essential services, including medical care, social services, vital retail needs (such as grocery stores), government centers and educational facilities. Additionally, public transportation provides a means for those individuals without access to a car to reach employment and job-training opportunities.

Federal, state, and local governments, private and public non-profit organizations, and commercial operators must recognize the importance of public transportation services for low income, elderly and disabled individuals. In recognition of this need, there is a growing demand for both financial support and assistance in delivering critical transportation services.

Through legislative action governing the distribution of transportation funds, the federal government has made it clear local organizations need to improve transportation for sensitive populations in order to remove barriers between individuals and the services necessary to help them maintain productive and independent lives. Historically, a major obstacle in efforts to improve services has been a lack of effective coordination between public transit providers, employers and human service program providers. Therefore, in the federal transportation bill passed on August 10, 2005 (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, or SAFETEA-LU), Congress established a new requirement for the funding of projects under the Federal Transit Administration's (FTA) Special Needs of Elderly Individuals and Individuals with Disabilities (5310), Job Access and Reverse Commute (JARC) (5316), and New Freedom (5317) programs.

As a result of the new SAFETEA-LU legislation, designated recipients of these grants can now only approve funding for those projects that are derived from a locally developed, Coordinated Public Transit-Human Services Transportation Plan (hereafter called the Coordinated Plan). Projects identified through the coordinated planning process, and selected for FTA funding, must be incorporated into both the Transportation Improvement Program (TIP) and Statewide Transportation Improvement Program (STIP).

The aim of the Coordinated Plan is to aid in creating unified transit services for the targeted populations by helping to guide funding for projects that maximize the area-wide goals and eliminate redundancy in services offered by various transportation and human service entities. The targeted populations are those transportation dependant individuals having inadequate access to private vehicles or those unable to operate private vehicles.

This plan will be developed through a process that includes consultation with representatives of public, private, and non-profit transportation and human service providers, as well as the public.

At a minimum, this Coordinated Plan will be updated on a four year cycle. However, the plan may be amended or updated at anytime to meet local identified needs.

As the Metropolitan Planning Organization (MPO) for Terre Haute and Vigo County, West Central Indiana Economic Development District (WCIEDD) serves as the lead agency for development and maintenance of the Coordinated Plan. The plan covers the entire Metropolitan Planning Area (MPA), which includes all of Vigo County and the Terre Haute Urbanized Area.

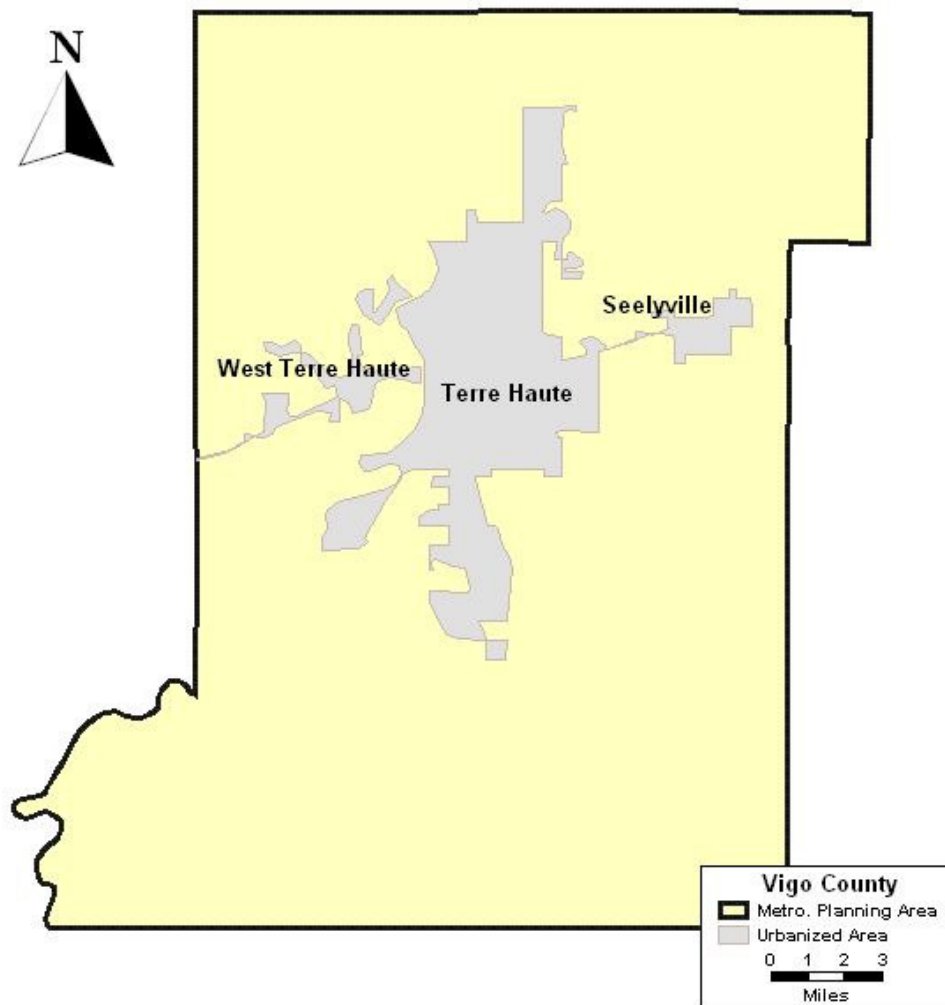


Figure 1 - Vigo County Metropolitan Planning Area Map

Organization of the Coordinated Plan

This plan follows general recommendations for organization and content issued by the FTA. Therefore, it addresses the following mandatory elements:

- An assessment of transportation needs for individuals with disabilities, older adults and people with low incomes;

- An assessment of available services that identifies current transportation providers (public, private, and non-profit);
- Strategies to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- Priorities for implementation of strategies.

The remaining portion of this plan is organized into four sections:

Section I – Provides a summary of the three grant programs (Sections 5310, 5316 and 5317) covered by the Coordinated Plan.

Section II – Provides a list of currently available transportation services for the populations previously identified. In addition, this section presents an overview of the MPA's demographic distributions for the elderly, disabled, and low income.

Section III – Describes the actions and activities used to help promote public and community involvement in the creation and continued development of the Coordinated Plan.

Section IV – Summarizes existing gaps/needs in transportation services and lists the strategies/activities and priorities to address the identified gaps in service.

Plan Adoption

In order to ensure coordination and consistency between the coordinated planning process and the metropolitan planning process, the MPO's Transportation Policy Committee serves as the local agency responsible for adoption and approval of this plan.

Section I - Grant Program Overview

The three grant programs the Coordinated Plan impact share the overall goal of increasing mobility for sensitive populations, but they apply to different target populations and address different transportation related issues.

Section 5310 - Assistance to the Elderly and Persons with Disabilities. This program applies only to mobility services for the elderly and persons with disabilities. The program covers general mobility in addition to job related transportation.

Section 5316 - Job Access and Reverse Commute (JARC). This program targets welfare recipients, those in poverty and/or low income persons (low income is 150% of poverty, which in 2007 for a family of 4 is \$30,975 and below). This program is limited to services that develop and maintain job access and job related transportation.

Section 5317 - New Freedom. This program targets services for people with disabilities. Like Section 5310, this program applies to general mobility and job related transportation.

The following table summarizes current (as of June 2007) Indiana funding levels for each of these programs through Federal Fiscal Year (FFY) 2009.

Program	FFY-07	FFY-08	FFY-09
Section 5310	2,413,518	2,615,787	2,750,575
Section 5316	1,777,647	2,630,728	2,774,069
Section 5317	1,219,009	1,765,534	1,866,422

Table 1 - Allocation of Program Funds for Indiana

Section 5316 and Section 5317 programs funds are then further apportioned by Congress based on population and the type area being served. The table below summarizes FFY-07 funding for Indiana.

Area	5316	5317
Urbanized Area, Population 200,000 or greater (Indy)	487,963	344,829
Urbanized Areas, Population 50,000 to 199,999	708,815	416,387
Non-urbanized area, Population less than 50,000	580,869	457,793
Total	1,777,647	1,219,009

Table 2 - Indiana FFY-07 Apportionment of Funds by Population

Section 5310 - Assistance to the Elderly and Persons with Disabilities Program

Section 5310 funds are a form of financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of the elderly and persons with disabilities in all areas—urbanized, small urban, and rural. In Indiana, the current designated recipient for the Section 5310 Program is the Indiana Department of Transportation (INDOT). INDOT evaluates and awards Section 5310 funds to sub-recipients statewide. The MPO assists INDOT in the application and evaluation process for grants under this program.

Congress establishes the allocation levels for the Section 5310 Program through a formula based on the population of elderly and disabled in each state. Funds are available to private non-profit organizations, or public bodies the state approves to coordinate services for the elderly and persons with disabilities, or public bodies which certify to the governor that no non-profit organizations or associations are readily available in an area to provide the service. Local public bodies eligible to apply for Section 5310 funds as coordinators of services for elderly persons and the disabled are those that the state designates to coordinate human service activities in a particular area.

Section 5310 Program Federal funds can fund no more than 80% of the total eligible capital and program administrative costs for approved projects. There is an exception to this ratio for vehicle related equipment required by the Clean Air Act Amendments of 1990 (CAAA) or the Americans with Disabilities Act of 1990 (ADA). The federal share is 90% for vehicle related equipment required by CAAA or ADA. Only the incremental cost of the equipment required by the ADA or CAAA may be funded at 90%, not the entire cost of the vehicle, even if the vehicle is purchased for use in services required by the ADA or CAAA.

Under FTA guidelines, Section 5310 Program funds are available for capital expenses to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. Examples of capital expenditures include, but are not limited to:

- Vehicles,
- Radios,
- Vehicle shelters,
- Wheelchair lifts and restraints,
- Vehicle rehabilitation, manufacture, or overhaul,
- Preventative maintenance, defined as all maintenance costs,
- Extended warranties which do not exceed the industry standard,
- Microcomputer hardware and software,
- Initial component installation costs,
- Vehicle procurement, testing, inspection and acceptance costs,
- Lease of equipment when lease is more cost effective than purchase,
- Acquisition of transportation services under a contract, lease, or other arrangement. Eligible capital expenses may also include, at the option of the sub-recipient, the acquisition of transportation services under a contract, lease or other arrangement. Both capital and operating costs associated with contracted service are eligible expenses. User-side subsidies are considered one form of eligible arrangement. The state, as recipient, has the option to decide whether to provide funding for such acquired services. Funds may be requested for contracted services covering a time period of more than one year,
- The introduction of new technology, through innovative and improved, products, into mass transportation, and
- Transit related intelligent transportation systems.

The INDOT Public Transit Section manages the Section 5310 Program.

Section 5316 - Job Access and Reverse Commute (JARC) Program

The JARC Program is designed to support the development and maintenance of job access and job related transportation services for welfare recipients and eligible low-income individuals (150% of poverty level and below). Currently, INDOT serves as the designated recipient for the JARC Program since the MPA's population is under 200,000. As program manager, they are responsible for managing this program and selecting local sub-recipients (with the assistance of the MPO) through a structured, competitive application process.

Congress allocates JARC funds based on a formula apportioned by the population of welfare recipients and low-income individuals. On a national level, approximately 60% of JARC funds go to designated recipients in urbanized areas with populations over 200,000, 20% goes to states for urbanized areas with populations between 50,000 and 200,000 and 20% goes to states for non-urbanized areas. JARC funds may be transferred between urbanized areas with less than 200,000 in population and non-urbanized areas when the governor certifies that all of the JARC objectives have been met in the area from which funds are to be transferred.

JARC federal appropriations can be used to fund 80% of capital expenses, 50% of operating expenses, and up to 10% of the apportionment available for planning, administration, and technical assistance. Non-U.S. Department of Transportation federal funds may be used as matching funds, if the funds permit their use for transportation.

JARC funding assistance may be provided for a variety of transportation services and strategies that are directed at addressing the unmet transportation needs of welfare recipients and eligible low-income individuals. Examples of the types of projects that may use JARC funds include, but are not limited to:

- Developing new or expanded transportation projects or services that provide access to employment opportunities,
- Promoting public transportation by low-income workers, including the use of public transportation by workers with non-traditional work schedules,
- Promoting the use of transit vouchers for welfare recipients and eligible low-income individuals,
- Promoting the use of employer-provided transportation, including the transit pass benefit program under Section 132 of the Internal Revenue Code of 1986,
- Subsidizing the costs associated with adding reverse commute bus, train, carpool, van routes, or service from urbanized areas and other urbanized areas to suburban workplaces,
- Subsidizing the purchase or lease by a non-profit organization or public agency for a van or bus dedicated to shuttling employees from their residences to a suburban workplace, and
- Facilitating public transportation services to suburban employment opportunities.

JARC capital funds may also be used for "mobility management". FTA defines mobility management as:

consisting of short range planning and management activities for projects improving coordination among public transportation and other transportation services providers carried out by a recipient or sub recipient through an agreement entered into with a person, including a government entity, under this section (other than sections 5309 and 5320), but excluding operating public transportation services.

Mobility management activities may not be used for the direct provision and operation of coordinated transportation services, including the scheduling, dispatching and monitoring of vehicles. FTA proposes the following as eligible mobility management services:

- The development of coordinated plans,
- The support of state and local coordinated policy bodies and councils,
- The maintenance and operation of transportation brokerages to coordinate providers, funding agencies and customers,
- The development and maintenance of other transportation coordination bodies and their activities, including employer-oriented Transportation Management Organizations, Human Service Organizations, Customer-Oriented Travel Navigator Systems and Neighborhood Travel Coordination activities,
- The development and support of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs, and
- The acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Global Information Systems (GIS) mapping, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single “smart” customer pay systems.

JARC Program funds are available for transportation services provided by public, non-profit or private-for-profit operators. INDOT’s Public Transit Section or the MPO can provide additional information on the JARC Program.

Section 5317 - New Freedom Program

The focus of the New Freedom Program is to provide improved transportation services and public transportation alternatives for people with disabilities. These services extend beyond those required by the ADA. FTA defines services beyond the ADA requirements to mean services not specifically required in the ADA and U.S. DOT implementing regulations. Services funded through the New Freedom Program must be in compliance with the ADA. New Freedom includes, but is not limited to job-related transportation services.

On a national level, approximately 60% of New Freedom funds go to designated recipients in urbanized area with populations over 200,000, 20% goes to states for urbanized areas with populations between 50,000 and 200,000, and 20% goes to states for non-urbanized areas. Since Vigo County’s population is under 200,000, INDOT manages (with the assistance of the MPO) the New Freedom Program for this MPA.

New Freedom Program funds can cover 80% of capital expenses, 50% of operating expenses and up to 10% of the apportionment available for planning, administration, and technical assistance. Funds may also be used for public transportation services and alternatives, beyond those required by the ADA, which assist individuals with disabilities. Non DOT federal funds may be used as matching funds, if the agency permits use of their funds for transportation.

- Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs,
- Providing paratransit services beyond minimum requirement (3/4 mile to either side of a fixed route), including routes that run seasonally,
- Making accessible improvements to transit and intermodal stations not designated as key stations,
- Supporting voucher programs for transportation services offered by human service providers,
- Supporting volunteer driver and aide programs, and
- Supporting mobility management and coordination programs among public transportation providers and other human service agencies that provide transportation.

New Freedom Program funds may be used only to provide new public transportation services and/or public transportation alternatives that assist persons with disabilities. New Freedom capital funds may be used for “mobility management”. New Freedom funds are available to state or local governmental entities, non-profit organizations or operators of public transportation services (including private for profit operators). INDOT’s Public Transit Section or the MPO can provide additional information on the New Freedom Program.

Section II – Demographics & Existing Services Assessment

Metropolitan Planning Area (MPA) Demographics

Area Description

The MPA encompasses all of Vigo County (403.3 sq. miles). As of the 2000 Census, the urbanized area includes the City of Terre Haute, Town of West Terre Haute and the Town of Seelyville. Terre Haute is the largest city in the MPA.

Population

According to the Census Bureau, the estimated 2006 population of the MPA was 103,009. Although this amount to a 2.68% decline in population since the last census was conducted in 2000, the Census Bureau still projects the MPA's population will grow to 107,185 by 2010.

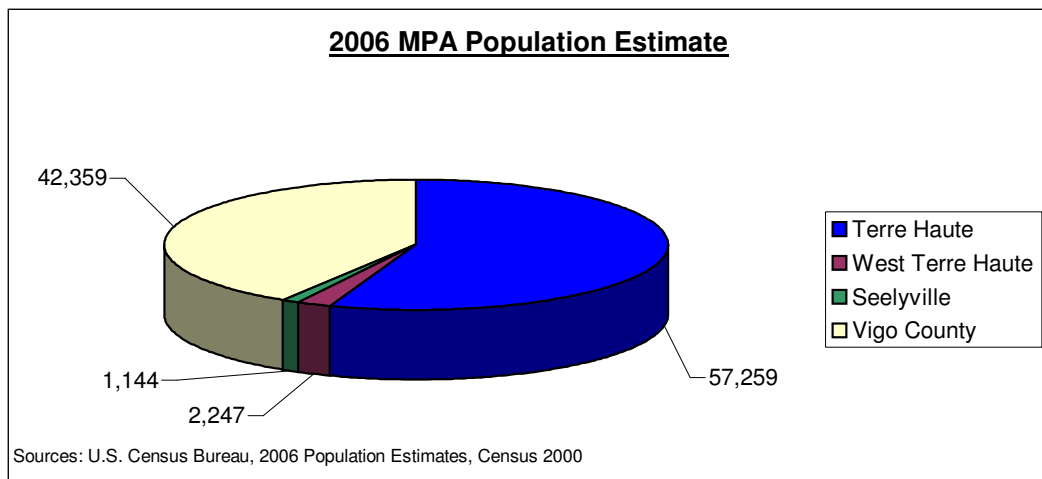


Figure 2 - 2006 MPA Population Estimate

Figure 3 below depicts Census Tract population distribution within the MPA according to the 2000 Census.

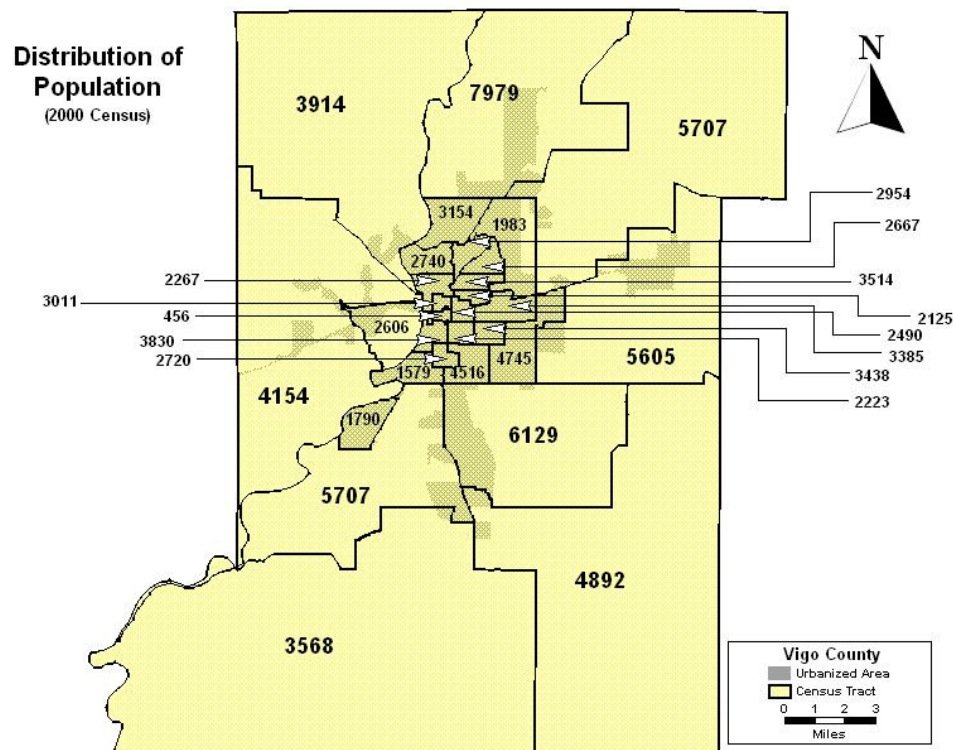


Figure 3 - 2000 Census Population Distributions by Census Tract

Distribution of Population by Age

The following chart describes the Census Bureau's estimate of the distribution of population by age in the MPA for 2005. The bureau defines *elderly* as any individual age 65 years or older.

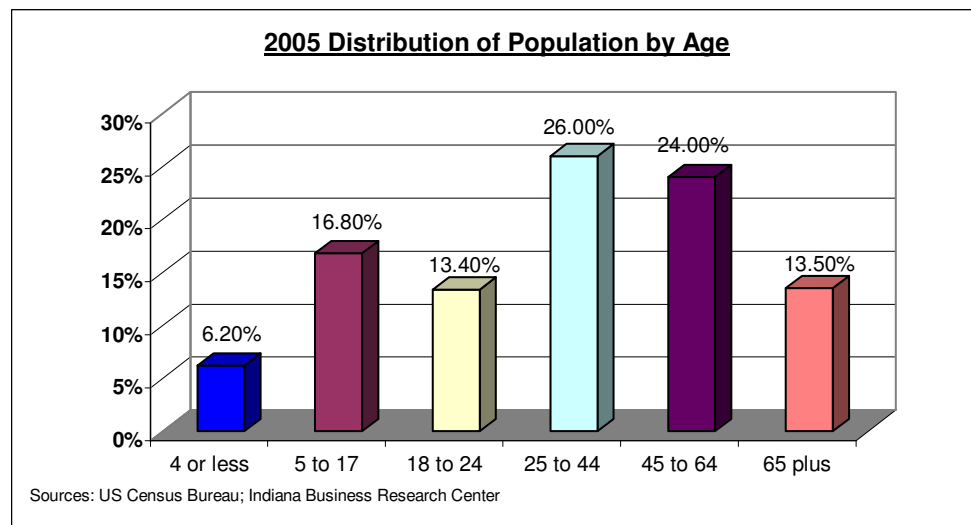


Figure 4 - 2005 Distribution of Population by Age

The following map illustrates where older adults (65 plus) reside in the MPA according to the 2000 Census.

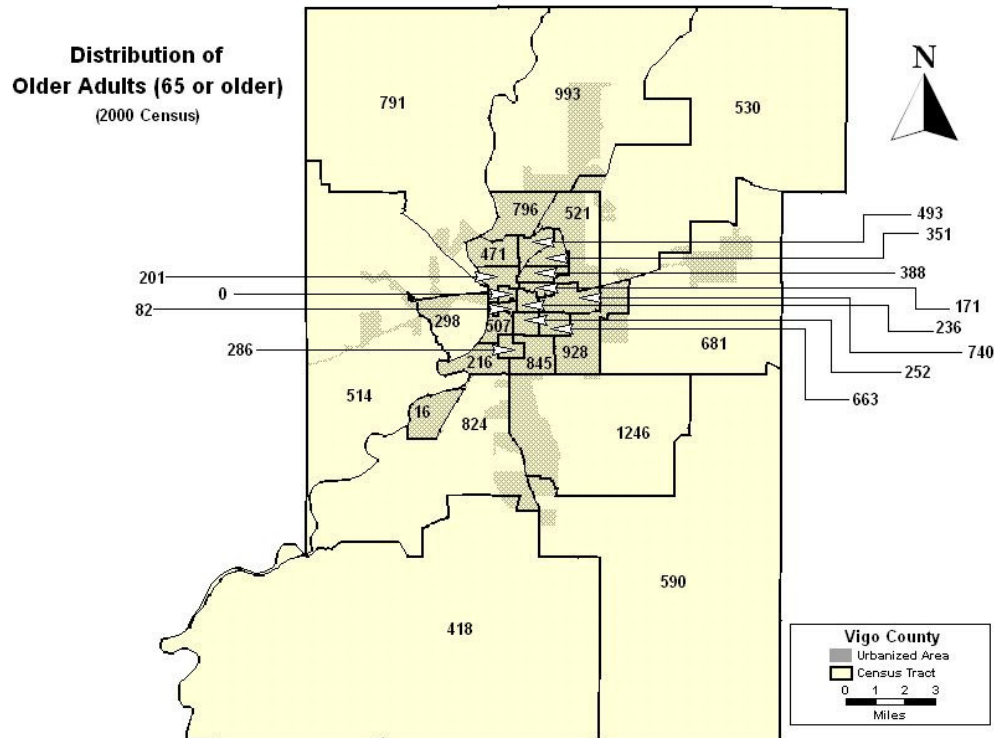


Figure 5 - 2000 Census Distribution of Older Population by Census Tract

Disabled Persons

During the 2000 Census 19,901 individuals in the MPA identified themselves as being disabled. The Census Bureau defines a disable person as a person, five years of age or older, having a long term physical, sensory, and mental or self-care disability. Additionally, the definition includes anyone 5 years or older who reported they had difficulty leaving their home because of a physical, sensory, mental, or self care disability and anyone between the ages of 16 and 64 who reported having difficulty working because of a physical, mental, or emotional condition that lasted 6 months or more were considered disabled.

The next map depicts the distribution of disabled persons by Census Tract in the MPA as a result of the 2000 Census.

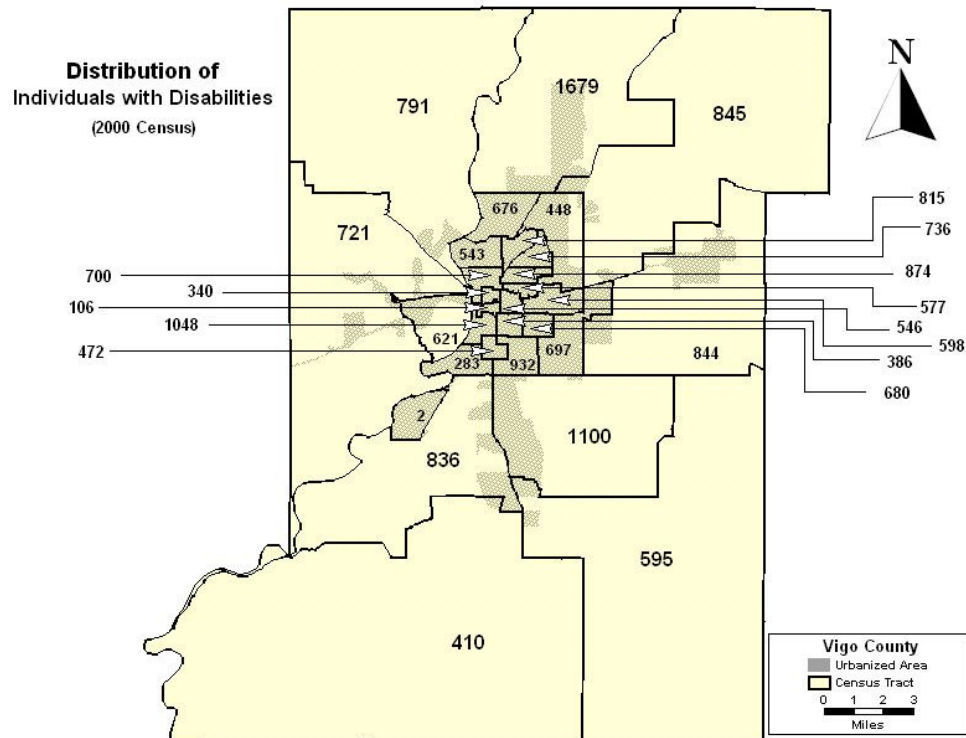


Figure 6 - 2000 Census Distributions of Individuals with Disabilities by Census Tract

Per Capita Personal Income & Poverty Levels

Per Capita Personal Income (PCPI) is the most commonly used tool employed by economists to measure an area's economic strength. The following table provides a snapshot of PCPI within the MPA and information related to participation in federal assistance programs in relation to Indiana's 92 counties.

Income and Poverty	Number	Rank in State
Per Capita Personal Income (annual) in 2005	\$27,425	47
Median Household Income in 2004	\$35,736	89
Poverty Rate in 2004	15.40%	1
Poverty Rate among Children under 18	21.30%	3
Welfare (TANF) Monthly Average Families in 2005	1,008	9
Food stamp Recipients in 2005	11,997	9
Free and Reduced Fee Lunch Recipients in 2006	7,730	8

Sources: U.S. Bureau of Economic Analysis; US Census Bureau; Indiana Family Social Services Administration; Indiana Department of Education

Table 3 - Per Capita Income & Federal Assistance Programs

The following maps show the distribution of low-income individuals and families by Census Tract according to the 2000 Census.

Distribution of Lower Income
Individuals below poverty level
(2000 Census)

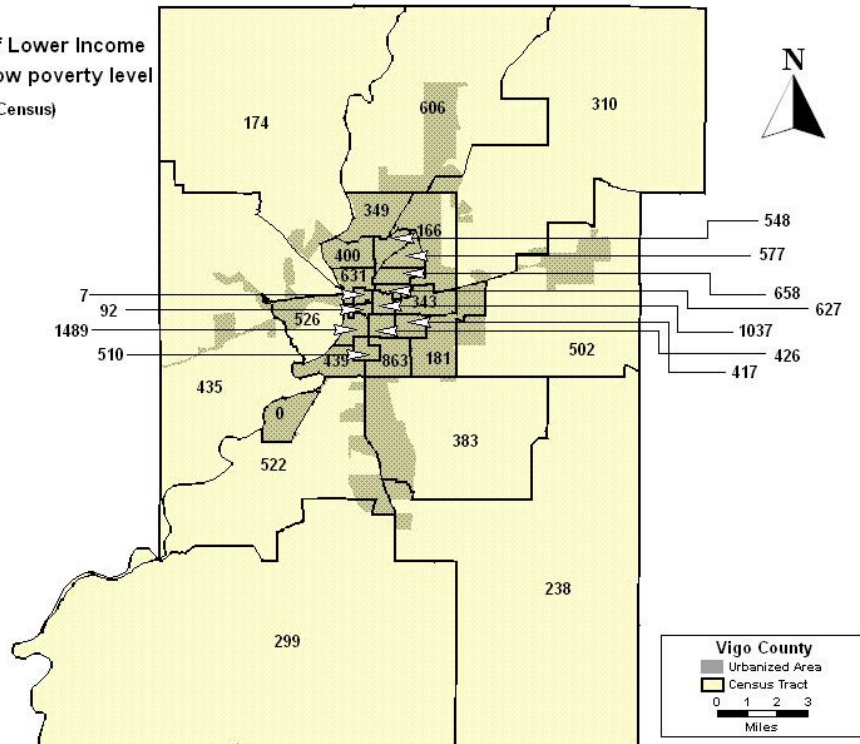


Figure 7 - 2000 Census Distributions of Local-Income Individuals by Census Tract

Distribution of Lower Income
families below poverty level
(2000 Census)

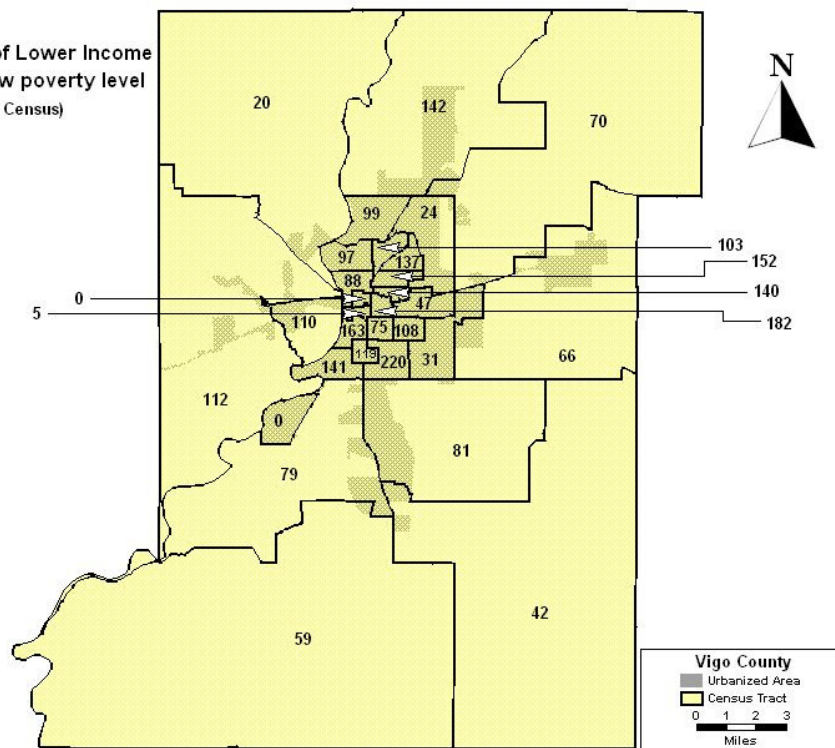


Figure 8 - 2000 Census Distribution of Low-Income Families by Census Tract

Unemployment

According to the Bureau of Labor Statistics and the Indiana Department of Workforce Development, the 2006 unemployment rate for the MPA was 6.3%. As of June 2007 the rate dropped to 5.7%. Figure 9 depicts distribution of workers as of the 2000 Census.

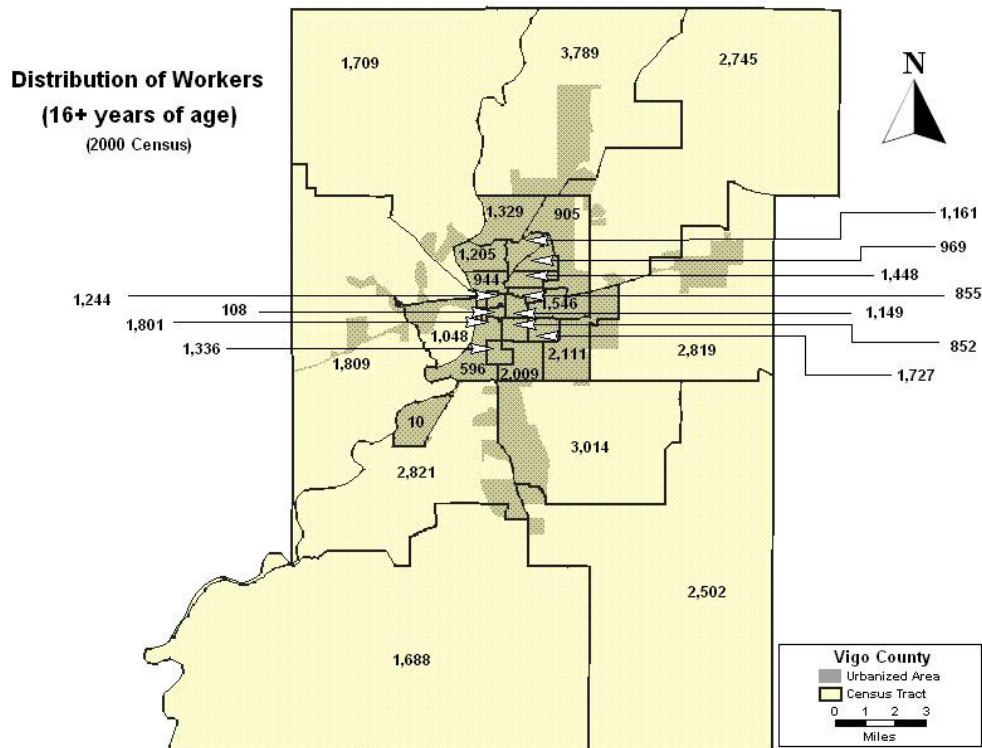


Figure 9 - 2000 Census Distribution of Worker by Age and Census Tract

Methodology for Determining Existing Services

Several sources were used to gather information on existing transit services providers in the service area.

The *Indiana Statewide Public Transportation Needs Assessment Study*, produced by INDOT, provides an overview of transit services in each county in the state.

The *Statewide Needs Assessments* identifies demographic conditions in each county, existing services, and highlights potential areas to improve services to sensitive populations. Comparisons among similar counties are also provided. The MPO encountered some difficulty in using this data though, as INDOT uses different definitions for classifying individuals as elderly, disabled, and low-income than the U.S. Census Bureau. Differences in data collection methodology may also account for variations between information in this INDOT report and U.S. Census Bureau data sets.

The *2004 Annual Report on Indiana Public Transit* provides summaries of existing public transit systems throughout the state, as well as an annual review of public transit programs and services, including the Section 5310 and JARC programs. The report also lists Section 5310 transportation providers and other transit partners and advocates throughout the state. In 2004, INDOT recognized two public transit systems in this MPA.

Social service organizations also maintain additional information on potential transportation providers for the elderly, disabled or individuals with limited income.

The Transportation Advisory Committee (TAC) serves as the coordinated group of local providers whose members assist and partner with each other to maintain information on community needs for the MPO and surrounding counties. The TAC maintains a current listing of transportation service providers, which was used to identify providers in the MPA. A copy of this listing is included as Appendix A.

Finally, the MPO searched telephone directories, on-line directories and websites for previously identified partners and service providers, and for information on any additional transportation providers not yet identified.

The MPO identified a total of 20 unique providers who offer some form of transportation or transportation funding assistance for elderly, low-income, or disabled individuals in the MPA. The MPO could not reach 10 of these providers by either telephone or mail, and two providers never responded to voice mail messages to please contact the MPO. The MPO made repeated attempts to contact those providers with functioning telephone numbers, and left messages with those services that answered the telephone, but could not provide information at the time of contact. Those that did not respond to the MPO's inquiries (either by not having functioning telephone numbers or not responding to calls) remain in the inventory, but no information was recorded on their services.

During June and July 2007, the MPO surveyed those providers it successfully contacted. The MPO questioned these providers on the details of their transportation services and solicited provider input on potential unmet needs in the MPA. This information was then compiled in a database and served as a source for the assessment of existing services and the identification of community and regional needs. A copy of the questionnaire used to structure provider interviews is included as Appendix B and a list of all providers in the MPA is included as Appendix C.

Existing Public Transit and Human Services Transportation Providers

The MPO identified six (6) providers in the MPA. Of those six providers, five responded by providing complete data through surveys and telephone interviews. Several senior citizen housing facilities and nursing homes also provide services, but none of these providers chose to respond to the MPO request to provide data.

Provider: Terre Haute Transit Utility

Size of Fleet: 14 Buses

Wheelchair Accessible Vehicles: 14

Hours of Operation: Monday – Saturday, 6:00 a.m. to 6:00 p.m.

Effective October 1, 2007

Monday – Wednesday, 6:00 a.m. to 10:00 p.m.

Thursday – Saturday, 6:00 a.m. to 2:00 a.m.

Services Provided: Demand response services and fixed route system

Cost: Cost per one-way bus trip is \$1.00. During the hours of 9:15 to 3:15 (non-peak time) seniors and the disabled can ride for half price. The Wheels to the World (paratransit service) cost is \$1.50 per one-way trip.

Provider: Area 7 Council on Aging and Rural Transit (Operated by WCIEDD)

Size of Fleet: 5 Vans

Wheelchair Accessible Vehicles: 5

Hours of Operation: Monday – Friday, 7:00 a.m. to 4:00 p.m.

Services Provided: Demand response services for the elderly and disabled individuals who live anywhere in the MPA, and rural transit services for individuals who live outside the city limits of Terre Haute.

Cost: Those who qualify for the Senior and Disabled Program can ride for a donation fee. The cost to the general public for a one-way trip is \$3.00.

Provider: Trans Care, Inc.

Size of Fleet: 11 Vehicles

Wheelchair Accessible Vehicles: 6

Hours of Operation: 24/7

Services Provided: Demand response services for persons who use Medicaid and private pay.

Cost: Ambulatory is \$15.00 per trip and wheelchair service is \$40 per trip. Mileage for both services is \$2.25 per mile. A companion fee for ambulatory individuals is \$5.00 per person. A companion may ride with a wheelchair passenger for a fee of \$10.00 per person.

Provider: Yellow Cab

Size of Fleet: 5 Sedans

Wheelchair Accessible Vehicles: 0

Hours of Operation: 24/7 – Anywhere in the state.

Services Provided: Demand response services.

Cost: \$2.25 to board and .40¢ per mile.

Provider: NET Transport

This company expressed an interest in being included in this provider inventory. However, they did not provide any information on their fleet, hours of operation, services provided or costs.

Provider: Hamilton Center

Size of Fleet: 20 Vehicles

Wheelchair Accessible Vehicles: 6

Hours of Operation: Monday – Friday, 7:00 a.m. to 5:30 p.m.

24 x 7 – Private pay customers

Services Provided: Demand response services to private pay clients in and around the City of Terre Haute and Vigo County.

Cost: Base on program participation

Section III - Public Participation

A key component of this plan is the representation of public opinion and interests in the findings and development of strategies. The organizations and agencies listed in Appendix D participated in this planning effort and have expressed an interest in continuing their participation in this on-going planning effort.

While the MPO identified coordination with stakeholders as integral, the short deadline (September 2007) for production of the Coordinated Plan made solicitation of public input on needs and strategies difficult. Fortunately, data from previously conducted studies by the MPO and TAC helped fill the void for gathering stakeholder input.

The TAC conducted an initial Feasibility Study in 2002 and updated the information again in 2003. The group used U.S. Census and administrative data, information gathered during focus group meetings conducted with health and human services providers and others, and the results of surveys randomly sent out to over 3,000 households in the MPA. The MPO used this information, coupled with the data collected from the service providers interviewed, to form the basis of the initial assessment of community needs.

The initial needs assessment was presented to the TAC at a public meeting on June 15, 2007 to obtain feedback from the committee and to have them validate the accuracy of findings. The committee recommended the MPO try to contact additional providers and that information on existing services be expanded. They also clarified their impressions of community needs and provided feedback on proposed strategies. Comments received during this meeting were incorporated into the Coordinated Plan. Minutes of this meeting and a list of attendees are included in Appendix E.

On July 19, 2007 an updated version of the Draft Coordinated Plan was presented to the TAC for review and comment. The committee then validated and prioritized immediate needs and strategies to: 1) extend bus service hours of operation, 2) develop better public awareness about available services and 3) to resolve problems associated with oversized wheelchairs. To help raise public awareness about the Coordinated Plan, the Tribune-Star covered this meeting and subsequently ran a front-page article about the plan. A copy of the minutes of this meeting is also included in Appendix E.

Before final adoption of the Draft Coordinated Plan by the Transportation Policy Committee, the MPO will distribute copies of the plan to INDOT, FTA, Federal Highway Administration (FHWA), local government representatives and service providers for review and comment. The plan will also be made for public comment by posting it on the Transportation Page of the WCIEDD Web Site for a minimum of 10 days.

Section IV - Gaps, Needs, Priorities and Strategies

Survey results analysis and meetings held with agencies involved in serving those with disabilities, older adults and persons with limited income (target population) resulted in the identification of the broad service gaps and needs listed in Table 4 below. Participating service providers helped prioritize these gaps and needs through group discussions using a consensus based approach.

Terre Haute Urbanized Area & Vigo County Metropolitan Planning Area Public Transportation Needs Summary		
Service Gap	Priority	Need
1	1	Public Education
2	2	Expand Hours
3	3	Improve Wheelchair Service
4	4	Increase Provider Coordination

Source: Analysis of 2007 MPO Surveys and Workshop Inputs

Table 4 - Public Transportation Needs Summary

Service Gap 1 – Publication Education

Gap Discussion

Interviews and survey results clearly indicate there is a general lack of public awareness about the accessibility of existing public and private transportation services available to the target population in the MPA. This is the second time this shortcoming has been identified during a major transit service gap analysis.

Recommended Strategies

- Develop, publish and widely distribute a brochure that provides information on available services, costs and who to contact for more information¹;
- Seek out and take advantage of opportunities to promote the availability of services to groups and organizations that either work with or have an interest in the target population (i.e. local medical groups and associations, senior citizen centers, service clubs, potential employers, etc.);
- Actively engage the media in helping to promote the availability of services to the target population;
- Increase and publicize opportunities for the target population to become more involved in the development of public transportation plans and programs;
- Encourage strong community support of transit funding and transit service program development for the target population; and

¹ Hamilton Center has already agreed to take the lead in developing this brochure.

- Encourage participation by the local chamber of commerce and major employers in the development and implementation of public transportation plans that help meet the needs of the target population.

Service Gap 2 – Expand Hours

Gap Discussion

Survey results indicate there is a clear need to provide expanded hours of service for the target population during the early morning hours, in the evening and on weekends and holidays². However, the cost of providing expanded services hours would have to be subsidized since a large percentage of the target population cannot afford to pay full fare for the services.

Recommended Strategies

- Aggressively seek out and apply for federal and state transit program funds that reduce local service provider capital investments, operating costs and maintenance costs so providers can afford to provide expanded hours of service to the target population at a reasonable price;
- Actively search for and participate in federal and state programs that help subsidize the cost of meeting the transportation needs of the target population;
- Through cooperative agreements or contracts, develop new partnerships to share resources (vehicles and drivers) to offer expanded services to the target population; and
- Create new express routes to provide service to heavy demand locations during off-hours.

Service Gap 3 – Expand Wheelchair Service

Gap Discussion

Service providers are challenged to meet the needs of wheelchair bound and limited-mobility clients. A number of existing paratransit vehicles cannot accommodate the size and weight of modern wheelchairs and wheelchair-bound clients. In addition, many of these clients need an aide worker to ride with them since they need assistance in leaving and entering their homes, carrying items, and boarding and leaving vehicles. Finally, there is a growing demand to provide services beyond transportation to medical appointments for these clients.

Recommended Strategies Make

- Leverage the use of available federal, state, local and private funding to procure paratransit vehicles designed to meet the needs of wheelchair bound or limited-mobility clients;

² The Terre Haute Transit Utility will begin to help meet this unfulfilled need when they change their hours of operation on October 1, 2007 to provide service Monday – Wednesday from 6 a.m. – 10 p.m. and from 6:00 a.m. to 2:00 a.m. Thursday – Saturday.

- Endeavor to expand paratransit services beyond those services required to meet the health care needs of the disabled; and
- Forge new partnerships between paratransit service providers that maximize the utilization of resources, reduce redundancy in services provided and help minimize the out-of-pocket costs of delivering services to the target population.

Service Gap 4 – Increase Provider Cooperation

Gap Discussion

During development of this plan it became evident there is still a need for better cooperation among providers servicing the target population. Virtually all providers are challenged to cost effectively serve the growing needs of the target population. Yet, many providers offer redundant services and little effort is made to coordinate service delivery schedules designed to meet the growing needs of the target population.

Recommend Strategies

- Improve customer service and efficiency through unified information services including:
 - Shared customer information lines;
 - Shared schedules/maps;
 - Coordinated service delivery;
 - Fare/transfer/pass agreements;
 - Reciprocal agreements for joint marketing, purchasing, training, and maintenance activities; and
 - Joint service delivery and expanded special events transportation.
- Continued contribution of resources such as staff, demographic information and GIS resources to facilitate the transit planning process for the target population; and
- Active participation in routine reviews of progress being made toward achieving implementation of the Coordinated Plan

The needs identified in this Coordinated Plan trace back to a general need for more cooperation between transportation services providers and the need for additional funding to meet the transportation needs of low-income, elderly and disabled individuals who reside in the MPA. In evaluating programs and grant applications, decision makers must objectively consider how the program or grant application supports or aligns itself with this plan.

Appendix A - Services Providers for Elderly, Low-Income or Disabled Individuals

Service Provider	Area Served
Terre Haute Transit Utility	City of Terre Haute
Area 7 Agency on Aging & Disabled and Rural Transit	All of Vigo County
Trans Care, Inc.	All of Vigo County
NET Transport	All of Vigo County
Dependable Cab	All of Vigo County
First Class Limo	All of Vigo County
Yellow Cab	All of Vigo County
Hamilton Center	All of Vigo County
Westminster Village	City of Terre Haute
Bethesda Gardens	City of Terre Haute
Anthony Square	City of Terre Haute
Davis Gardens	All of Vigo County
Vigo County Schools	City of Terre Haute
Turner Coaches	All of Vigo County
Westridge Healthcare	All of Vigo County

Appendix B - MPO Telephone Survey Questionnaire: General Questions

1. Service Provider Name
2. Phone Number
3. Contact Name
4. Type of Service Provided
5. Population Served
6. Area Served
7. Operating Times
8. Current Cost
9. Funding Sources
10. Future Plans and Expansions
11. Interest in Federal Funds
12. Area Needs/Demands
13. General Notes and Observations
14. Email Address

Appendix C - Transportation Service Provider Listing

NAME	ADDRESS	CITY	STATE	ZIP	PHONE #	Service Area
<u>Public Transit Providers</u>						
T. H. Transit Utility	901 S. 14th Street	Terre Haute	IN	47807	812-235-0109	Terre Haute
Area 7 & Rural Transit	P.O. Box 359	Terre Haute	IN	47808	812-232-2675	Vigo County
NET Transport	P.O. Box 476	Terre Haute	IN	47808	812-208-3857	Vigo County
Dependable Cab	47 S. 13th 1/2 Street	Terre Haute	IN	47807	812-232-1122	Vigo County
Yellow Cab	1 E. Margaret Drive	Terre Haute	IN	47803	812-478-5000	Vigo County
First Class Limo	1818 Spang Ave	Terre Haute	IN	47805	812-238-1375	Vigo County
TransCare, Inc.	1 E. Margaret Drive	Terre Haute	IN	47803	812-460-0730	Vigo County
<u>Human Service Agency Providers</u>						
Area 7 Agency on Aging & Disabled	P.O. Box 359	Terre Haute	IN	47808	812-232-2675	Vigo County
Hamilton Center	620 8th Avenue	Terre Haute	IN	47804	812-231-8200	Vigo County
Westminster Village	1120 E. Davis Drive	Terre Haute	IN	47802	812-232-7533	Vigo County
Bethesda Center	1450 E. Crossing Blvd	Terre Haute	IN	47802	812-298-8209	Vigo County
WILLS Center	4312 S. Seventh Street	Terre Haute	IN	47802	812-298-9455	Vigo County
Arc of Vigo County	89 Cherry Street	Terre Haute	IN	47807	812-232-4112	Vigo County
Western Indiana Employment	30 N 8 th Street	Terre Haute	IN	47807	812-234-6602	Vigo County
Employment Plus	4130 S. 7th Street	Terre Haute	IN	47802	812-231-8500	Vigo County
Kelly Services	901 Wabash Avenue	Terre Haute	IN	47807	812-232-7310	Vigo County
Manpower	20 S. 3rd Street	Terre Haute	IN	47807	812-232-0373	Vigo County
American Red Cross	700 S. 3rd Street	Terre Haute	IN	47807	812-232-3093	Vigo County
Light House Mission	1450 Wabash Avenue	Terre Haute	IN	47807	812-232-7001	Vigo County
Bethany House	1402 Locust Avenue	Terre Haute	IN	47804	812-232-4978	Vigo County
Goodwill Industries	2702 S. 3rd Street	Terre Haute	IN	47802	812-235-8511	Vigo County
Terre Haute Housing Authority	One Dreiser Square	Terre Haute	IN	47803	812-232-1381	Vigo County
Nurse Care	790 E. Marley Drive	Terre Haute	IN	47802	812-	Vigo County
Dept. of Family & Social Services	30 N. 8th Street	Terre Haute	IN	47807	812-234-0100	Vigo County
Vigo County Health Dept	171 Oak Street	Terre Haute	IN	47807	812-462-3437	Vigo County
Wabash Senior Center	300 South 5th Street	Terre Haute	IN	47807	812-232-3245	Vigo County

WIC/ Headstart	1101 South 13th Street	Terre Haute	IN	47802	812-232-6306	Vigo County
Assist, Inc.	2805 Oakk Street	Terre Haute	IN	47803	812-235-2578	Vigo County
<u>Private Transportation Providers</u>						
TransCare, Inc.	1 E. Margaret Drive	Terre Haute	IN	47802	812-235-3671	Vigo County
Anthony Square	500 College Avenue	Terre Haute	IN	47802	812-235-0002	Vigo County
Davis Gardens	1120 E. Davis Drive	Terre Haute	IN	47802	812-232-7533	Vigo County
Harborside	1001 Springhill Rd	Terre Haute	IN	47802	812-238-2441	Vigo County
Meadows Manor East	3300 Poplar Street	Terre Haute	IN	47803	812-235-6281	Vigo County
Peddle Park	1616 S. 25th Street	Terre Haute	IN	47803	812-235-8058	Vigo County
Royal Oaks	3500 Maple Avenue	Terre Haute	IN	47804	812-238-1555	Vigo County
Southwood Health Care	2222 E. Margaret Avenue	Terre Haute	IN	47802	812-232-2223	Vigo County
Sycamore Manor	222 S. 25th Street	Terre Haute	IN	47803	812-478-2400	Vigo County
Westridge Healthcare	125 W. Margaret Avenue	Terre Haute	IN	47802	812-232-3311	Vigo County
Vigo County Schools	3250 Maple Avenue	Terre Haute	IN	47804	812-462-4224	Vigo County
Maryland Community Church	4700 S, State Rd. 46	Terre Haute	IN	47802	812-234-7100	Vigo County
Turner Coaches	2135 Margaret Avenue	Terre Haute	IN	47802	812-232-5252	Vigo County

Appendix D – Coordinated Planning Membership List

<u>Name</u>	<u>Member</u> Y/N
1. American Red Cross Wabash Valley Chapter	N
2. Hamilton Center	Y
3. TransCare, Inc.	Y
4. Southwood Health & Rehab	Y
5. Light House Mission	Y
6. Western Indiana Employment	Y
7. Nurse Care, Inc	Y
8. Mental Health America of Vigo County	Y
9. Assist, Inc.	Y
10. ADA Employment, Inc.	Y
11. Terre Haute Transit Utility	Y
12. NET Transport	Y
13. Area 7 Agency on Aging & Disabled & Rural	Y
14. West Central Indiana Economic Development District	Y

Appendix E - Public Meeting Minutes

MPO TAC Meeting
Friday June 15, 2007
1 pm – 3pm

Attendees:

- Pat Macke, WCIEDD
- Frank Whittle, WILL, Inc.
- Sheldon Boyer, Area 7 Agency on Aging and Rural Transit
- John Woods, TransCare, Inc.
- Brad Miller, Terre Haute Transit Utility
- Cindy Little, public citizen
- Nancy Vrabic, Western Indiana Employment

Pat Macke, who facilitated the meeting, began by stating that the purpose of this meeting was to discuss the Coordinated Public Transit-Human Services Plan for the Vigo County area.

Congress passed the new Transportation Bill (SAFETEA-LU) in August of 2005. This bill has set the standards for the new required Coordinated Public Transit – Human Service Plan in order to fund projects under three Federal Transit Administration (FTA) grant funding programs. The special needs of elderly individuals and individuals with disabilities program (5310), the Job Access and Reverse commute (JARC) Program (5316), and the New Freedom Program (5317). This Coordinated Plan will identify areas where funds can be used most efficiently, by looking at where the greatest needs are and by determining the existence of any redundant services, including priorities for the use of the funds.

Pat stressed that the Metropolitan Planning Organization (MPO) is a planning entity, not an implementation agency. As such, the MPO is responsible for developing the Coordinated Plan, not managing individual grant programs. The requirement for the Coordinated Plan takes effect in October of this year.

Pat asked the committee if they had any suggestions or concerns about the new regulations. None were submitted.

Pat proposed to have a draft copy of the new Coordinated Plan available at the next schedule meeting on July 19th. At this meeting the committee can review the Coordinated Plan for any changes or corrections.

Meeting closed at 2.05.

TRANSPORTATION ADVISORY COMMITTEE
Minutes from July 19, 2007

Members Present:

Frank Whittle, WILL
Carol Scott, Southwood Health Care
John Wood, Trans Care
Jim Stevens, Putnam Co. Senior Center
Jeff Uhey, CARS
Shannon Cunningham, Hamilton Center
Danny Beamer, WILL
Duke Bennett, Hamilton Center
Pat Macke, WCIEDD
Howard Greninger, Tribune Star

Call to Order:

Pat Macke called the July 19, 2007 meeting of the new Coordinated Public Transit – Human Service Committee to order and members of the Transportation Advisory Committee.

Roll call of members present was called and the above members listed were in attendance.

Old Business:

Pat shared with all members that a second survey had been mailed to all identified members of the new Coordinated Public Transit –Human Services Members. Of the 35 or more surveys that were sent out she received back only 10. These surveys were important as one question on the surveys asked the provider or agency if they wanted to be involved with the new Coordinated Plan.

She said these surveys would be submitted along with the New Plan to INDOT in October for final approval. If any agency or provider chose not to be a member could lose future funding from the state or federal government because they elected not to be involved with this new program.

Pat shared that there is three (3) grants available for future funding from the state if any of the current members were interested in applying for:

5310 Grant – Capital Grant to support persons with Disabilities and Elderly
Can be used to purchase vehicles and funds are given to private non-profit organizations

New Freedom – this is a new program to support new public transportation services and public transportation alternatives beyond those required by the Americans with disabilities Act.

JARC Grant - this grant refers to a development and maintenance of transportation services to designed to transport welfare recipients and eligible

low-income individuals to and from jobs and activities related to their employment.

The committee took the time to review the *New Coordinated Public Transit-Human Services Plan* and discussed what gaps were identified and they are:

1. Extended bus hours
2. Lack of public awareness
3. Oversized wheelchairs

Once the committee agreed that these were gaps they all felt were needing attention they then discussed who or how they wanted to put together a strategy plan to address these issues.

Pat shared that the THTU was planning on providing extended bus service in October of 2007. The city buses were planning to provide more hours from Monday - Saturday for all public transportation. Trans Care was also identified as a 24/7 service that was available for public use at a higher cost than the city buses.

The second issue the committee discussed was lack of public awareness. This is the second time the committee has agreed that more information needs to be published about who, what, where, and how much is transportation going to cost me. After, more discussion Hamilton Center agreed to put together of brochure with the necessary information that can be placed all over the city letting people know who's available, where to call, how much will it cost, and who to contact for more information.

Pat agreed that this is one step in address the strategy of educating the public about transportation. Hamilton agreed to have a draft brochure for the committee to review at the next Coordinated Public Transit Human Service Plan meeting if Pat can see they get the necessary information to complete the task. Pat has agreed to get this information to them as soon as possible.

The third gap the committee discussed was oversized wheelchairs, not knowing if the manufacture is aware of the problems with the current wheelchair, many felt that we should contact them to see if stronger wheelchair lift can be made to accommodate for the larger size.

Pat shared that the new *Coordinated Public Transit Human Services Plan* would also have to be approved by the Policy and Technical Committee before the final copy can go to INDOT with the correction from the committee today, Pat will complete the draft and get it to the Policy and Technical committee for review in August.

There was no other old business.

New Business:

As discussed earlier, Hamilton Center will be preparing a brochure of current agency available for public transportation in Vigo County and will present this at the next TAC meeting.

Other news: CARS will be getting 3 of the 4 new vehicles this year. They also Jeff Uhey said, had a very successful training session, which was hosted by RTAP. If you are interested in training you can contact RTAP for more information.

John Wood from Trans Care said they were looking for more drivers, currently was needing a full time and part time driver.

All providers were reporting that they were keeping busy for this time of year. Some providers reported that they were turning some riders down because of either no room or not available services.

Human Service Agencies reported that they had some problems finding transportation for some of their clients and several suggestions from the transportation providers discussed the issues and a plan of action was discussed to address the problem.

There was no other new business.

Pat shared that the next meeting would be on October 18th, at West Central at 1 p.m,

Meeting closed at 3:05.